

MIAMI-DADE COUNTY SECRET SHOPPER PROGRAM RESULTS

Attachment 1

DEPARTMENT	2001 AVERAGE SCORE	2001 SHOPPING EXPERIENCES	2002 AVERAGE SCORE	2002 SHOPPING EXPERIENCES	2003 AVERAGE SCORE	2003 SHOPPING EXPERIENCES	2004 AVERAGE SCORE	2004 SHOPPING EXPERIENCES	2005 AVERAGE SCORE	2005 SHOPPING EXPERIENCES	CHANGE IN SCORE FROM PRIOR YEAR
ADA	NA	NA	NA	NA	NA	NA	NA	NA	3.5	Total Experiences = 8 Telephone = 8 Exit Interviews = 0 In-Person = 0	NA
ADMIN. OFFICE OF THE COURTS	3.2	Total Experiences = 142 Telephone = 119 Exit Interviews = 9 In-Person = 14	3.2	Total Experiences = 198 Telephone = 115 Exit Interviews = 44 In-Person = 39	NA	NA	NA	NA	NA	NA	NA
AUDIT AND MNGT. SERVICES	4.0	Total Experiences = 7 Telephone = 6 Exit Interviews = 0 In-Person = 1	4.3	Total Experiences = 8 Telephone = 6 Exit Interviews = 0 In-Person = 2	4.5	Total Experiences = 8 Telephone = 6 Exit Interviews = 0 In-Person = 2	NA	NA	4.4	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	-0.1
AVIATION	3.2	Total Experiences = 500 Telephone = 457 Exit Interviews = 25 In-Person = 18	3.3	Total Experiences = 488 Telephone = 392 Exit Interviews = 62 In-Person = 34	NA	NA	4.1	Total Experiences = 90 Telephone = 62 Exit Interviews = 8 In-Person = 20	NA	NA	NA
BUILDING CODE COMPLIANCE	4.0	Total Experiences = 12 Telephone = 9 Exit Interviews = 2 In-Person = 1	3.9	Total Experiences = 20 Telephone = 7 Exit Interviews = 8 In-Person = 5	NA	NA	4.5	Total Experiences = 13 Telephone = 6 Exit Interviews = 3 In-Person = 4	4.5	Total Experiences = 23 Telephone = 6 Exit Interviews = 12 In-Person = 5	0.0
BUILDING	3.5	Total Experiences = 212 Telephone = 148 Exit Interviews = 58 In-Person = 6	3.1	Total Experiences = 189 Telephone = 98 Exit Interviews = 72 In-Person = 19	3.7	Total Experiences = 144 Telephone = 72 Exit Interviews = 56 In-Person = 16	NA	NA	4.1	Total Experiences = 81 Telephone = 49 Exit Interviews = 22 In-Person = 10	0.4
BUSINESS DEVELOPMENT	4.0	Total Experiences = 9 Telephone = 7 Exit Interviews = 0 In-Person = 2	4.1	Total Experiences = 9 Telephone = 7 Exit Interviews = 0 In-Person = 2	3.9	Total Experiences = 39 Telephone = 32 Exit Interviews = 0 In-Person = 7	NA	NA	2.0	Total Experiences = 48 Telephone = 46 Exit Interviews = 0 In-Person = 2	-1.9
CAPITAL IMPROVEMENT CONSTRUCTION OFFICE	NA	NA	NA	NA	4.3	Total Experiences = 3 Telephone = 3 Exit Interviews = 0 In-Person = 0	NA	NA	4.7	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	0.4
COMMUNICATIONS	3.4	Total Experiences = 16 Telephone = 15 Exit Interviews = 0 In-Person = 1	4.4	Total Experiences = 16 Telephone = 13 Exit Interviews = 0 In-Person = 3	4.1	Total Experiences = 17 Telephone = 13 Exit Interviews = 0 In-Person = 4	NA	NA	4.3	Total Experiences = 17 Telephone = 14 Exit Interviews = 3 In-Person = 0	0.2
COMMUNITY ACTION AGENCY	3.1	Total Experiences = 450 Telephone = 357 Exit Interviews = 59 In-Person = 34	3.6	Total Experiences = 481 Telephone = 310 Exit Interviews = 134 In-Person = 37	NA	NA	3.4	Total Experiences = 377 Telephone = 315 Exit Interviews = 29 In-Person = 33	NA	NA	NA
COMMUNITY AND ECONOMIC DEV.	3.8	Total Experiences = 23 Telephone = 22 Exit Interviews = 0 In-Person = 1	3.9	Total Experiences = 25 Telephone = 22 Exit Interviews = 0 In-Person = 3	NA	NA	4.9	Total Experiences = 20 Telephone = 18 Exit Interviews = 0 In-Person = 2	3.3	Total Experiences = 28 Telephone = 26 Exit Interviews = 0 In-Person = 2	-1.6
COMMUNITY RELATIONS	NA	NA	2.5	Total Experiences = 24 Telephone = 24 Exit Interviews = 0 In-Person = 0	NA	NA	4.8	Total Experiences = 18 Telephone = 18 Exit Interviews = 0 In-Person = 0	NA	NA	NA
CONSUMER SERVICES	3.5	Total Experiences = 113 Telephone = 95 Exit Interviews = 12 In-Person = 6	4.1	Total Experiences = 93 Telephone = 77 Exit Interviews = 12 In-Person = 4	NA	NA	3.7	Total Experiences = 154 Telephone = 121 Exit Interviews = 19 In-Person = 14	NA	NA	NA
CORRECTIONS AND REHABILITATION	3.2	Total Experiences = 403 Telephone = 373 Exit Interviews = 24 In-Person = 6	3.0	Total Experiences = 422 Telephone = 392 Exit Interviews = 13 In-Person = 17	NA	NA	3.6	Total Experiences = 183 Telephone = 154 Exit Interviews = 16 In-Person = 13	NA	NA	NA

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COUNTY MANAGER'S OFFICE	3.2	Total Experiences = 49 Telephone = 49 Exit Interviews = 0 In-Person = 0	3.8	Total Experiences = 54 Telephone = 51 Exit Interviews = 0 In-Person = 3	4.1	Total Experiences = 45 Telephone = 45 Exit Interviews = 0 In-Person = 0 *Changed to include CIO	NA	NA	NA	NA	NA
CULTURAL AFFAIRS	4.8	Total Experiences = 6 Telephone = 3 Exit Interviews = 0 In-Person = 3	4.1	Total Experiences = 5 Telephone = 3 Exit Interviews = 0 In-Person = 2	4.5	Total Experiences = 8 Telephone = 6 Exit Interviews = 0 In-Person = 2	NA	NA	4.4	Total Experiences = 8 Telephone = 7 Exit Interviews = 0 In-Person = 1	-0.1
CULTURAL PROGRAMS	4.4	Total Experiences = 27 Telephone = 22 Exit Interviews = 0 In-Person = 5	NA	NA	NA	NA	NA	NA	NA	NA	NA
ELECTIONS	3.7	Total Experiences = 28 Telephone = 21 Exit Interviews = 4 In-Person = 3	4.2	Total Experiences = 33 Telephone = 29 Exit Interviews = 0 In-Person = 4	4.1	Total Experiences = 37 Telephone = 21 Exit Interviews = 0 In-Person = 16	NA	NA	3.5	Total Experiences = 55 Telephone = 43 Exit Interviews = 0 In-Person = 12	-0.6
EMPLOYEE RECOGNITION	NA	NA	NA	NA	4.1	Total Experiences = 3 Telephone = 3 Exit Interviews = 0 In-Person = 0	NA	NA	NA	NA	NA
EMPLOYEE RELATIONS	4.1	Total Experiences = 73 Telephone = 66 Exit Interviews = 2 In-Person = 5	4.0	Total Experiences = 103 Telephone = 75 Exit Interviews = 22 In-Person = 6	3.3	Total Experiences = 62 Telephone = 38 Exit Interviews = 17 In-Person = 7	NA	NA	4.1	Total Experiences = 67 Telephone = 38 Exit Interviews = 16 In-Person = 13	0.8
EMPOWERMENT TRUST	NA	NA	NA	NA	NA	NA	4.5	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	4.8	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	0.3
ENTERPRISE TECHNOLOGY SERVICES	NA	NA	NA	NA	3.6	Total Experiences = 7 Telephone = 7 Exit Interviews = 0 In-Person = 0	NA	NA	4.7	Total Experiences = 9 Telephone = 9 Exit Interviews = 0 In-Person = 0	1.1
ENVIRONMENTAL RESOURCE MANAGEMENT	3.3	Total Experiences = 151 Telephone = 129 Exit Interviews = 11 In-Person = 11	3.6	Total Experiences = 195 Telephone = 149 Exit Interviews = 28 In-Person = 18	3.7	Total Experiences = 88 Telephone = 58 Exit Interviews = 16 In-Person = 14	NA	NA	3.7	Total Experiences = 79 Telephone = 71 Exit Interviews = 5 In-Person = 3	0.0
ETHICS AND PUBLIC TRUST	NA	NA	NA	NA	NA	NA	NA	NA	4.4	Total Experiences = 10 Telephone = 10 Exit Interviews = 0 In-Person = 0	NA
FAIR EMPLOYMENT PRACTICES	4.6	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	4.6	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	4.3	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	NA	NA	4.9	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	0.6
FINANCE	3.3	Total Experiences = 80 Telephone = 59 Exit Interviews = 12 In-Person = 9	3.4	Total Experiences = 138 Telephone = 75 Exit Interviews = 50 In-Person = 13	3.9	Total Experiences = 126 Telephone = 58 Exit Interviews = 53 In-Person = 15	NA	NA	4.2	Total Experiences = 91 Telephone = 42 Exit Interviews = 27 In-Person = 22	0.3
FIRE AND RESCUE	3.8	Total Experiences = 76 Telephone = 66 Exit Interviews = 3 In-Person = 7	3.4	Total Experiences = 89 Telephone = 72 Exit Interviews = 10 In-Person = 7	NA	NA	4.0	Total Experiences = 81 Telephone = 70 Exit Interviews = 6 In-Person = 5	NA	NA	NA

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GENERAL SERVICES ADMINISTRATION	3.4	Total Experiences = 105 Telephone = 92 Exit Interviews = 6 In-Person = 7	3.9	Total Experiences = 117 Telephone = 82 Exit Interviews = 18 In-Person = 17	3.8	Total Experiences = 98 Telephone = 58 Exit Interviews = 18 In-Person = 22	NA	NA	4.0	Total Experiences = 60 Telephone = 50 Exit Interviews = 0 In-Person = 10	0.2
HISTORIC PRESERVATION	NA	NA	NA	NA	1.7	Total Experiences = 5 Telephone = 5 Exit Interviews = 0 In-Person = 0	NA	NA	NA	NA	NA
HOMELESS TRUST	NA	NA	NA	NA	NA	NA	3.4	Total Experiences = 13 Telephone = 13 Exit Interviews = 0 In-Person = 0	NA	NA	NA
HOUSING	3.0	Total Experiences = 220 Telephone = 162 Exit Interviews = 49 In-Person = 9	3.3	Total Experiences = 276 Telephone = 133 Exit Interviews = 107 In-Person = 36	NA	NA	3.5	Total Experiences = 210 Telephone = 166 Exit Interviews = 26 In-Person = 18	NA	NA	NA
HOUSING FINANCE AUTHORITY	NA	NA	NA	NA	4.0	Total Experiences = 7 Telephone = 3 Exit Interviews = 3 In-Person = 1	NA	NA	NA	NA	NA
HUMAN SERVICES	3.2	Total Experiences = 419 Telephone = 376 Exit Interviews = 23 In-Person = 20	3.2	Total Experiences = 534 Telephone = 448 Exit Interviews = 47 In-Person = 39	NA	NA	3.6	Total Experiences = 541 Telephone = 453 Exit Interviews = 37 In-Person = 51	NA	NA	NA
INDEPENDENT REVIEW PANEL	NA	NA	NA	NA	NA	NA	4.9	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	NA	NA	NA
INFORMATION TECHNOLOGY DEPARTMENT	3.7	Total Experiences = 9 Telephone = 9 Exit Interviews = 0 In-Person = 0	3.2	Total Experiences = 10 Telephone = 10 Exit Interviews = 0 In-Person = 0	3.5	Total Experiences = 10 Telephone = 9 Exit Interviews = 0 In-Person = 1	NA	NA	NA	NA	NA
INTERNATIONAL TRADE CONSORTIUM	NA	NA	NA	NA	NA	NA	NA	NA	4.9	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	NA
LIBRARY	3.5	Total Experiences = 319 Telephone = 282 Exit Interviews = 24 In-Person = 13	3.7	Total Experiences = 415 Telephone = 305 Exit Interviews = 83 In-Person = 27	3.8	Total Experiences = 552 Telephone = 315 Exit Interviews = 172 In-Person = 65	NA	NA	3.2	Total Experiences = 586 Telephone = 395 Exit Interviews = 140 In-Person = 51	-0.6
MEDICAL EXAMINER	3.8	Total Experiences = 41 Telephone = 37 Exit Interviews = 0 In-Person = 4	3.4	Total Experiences = 54 Telephone = 49 Exit Interviews = 1 In-Person = 4	NA	NA	4.9	Total Experiences = 10 Telephone = 6 Exit Interviews = 2 In-Person = 2	NA	NA	NA
METRO-MIAMI ACTION PLAN	4.0	Total Experiences = 14 Telephone = 10 Exit Interviews = 3 In-Person = 1	4.0	Total Experiences = 12 Telephone = 10 Exit Interviews = 0 In-Person = 2	NA	NA	4.9	Total Experiences = 18 Telephone = 12 Exit Interviews = 1 In-Person = 5	3.4	Total Experiences = 25 Telephone = 20 Exit Interviews = 0 In-Person = 5	-1.5
METROPOLITAN PLANNING ORGANIZATION	NA	NA	NA	NA	NA	NA	2.7	Total Experiences = 12 Telephone = 12 Exit Interviews = 0 In-Person = 0	NA	NA	NA
PARK AND RECREATION	3.3	Total Experiences = 930 Telephone = 701 Exit Interviews = 206 In-Person = 23	3.3	Total Experiences = 1,038 Telephone = 811 Exit Interviews = 171 In-Person = 56	3.6	Total Experiences = 1,032 Telephone = 610 Exit Interviews = 262 In-Person = 160	NA	NA	3.5	Total Experiences = 1,012 Telephone = 668 Exit Interviews = 204 In-Person = 140	-0.1

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PERFORMANCE IMPROVEMENT	NA	NA	NA	NA	3.8	Total Experiences = 7 Telephone = 7 Exit Interviews = 0 In-Person = 0	NA	NA	NA	NA	NA
PLANNING AND ZONING	3.5	Total Experiences = 106 Telephone = 95 Exit Interviews = 4 In-Person = 7	3.7	Total Experiences = 132 Telephone = 101 Exit Interviews = 15 In-Person = 16	4.0	Total Experiences = 135 Telephone = 60 Exit Interviews = 46 In-Person = 29	NA	NA	4.2	Total Experiences = 83 Telephone = 66 Exit Interviews = 8 In-Person = 9	0.2
POLICE	3.3	Total Experiences = 500 Telephone = 468 Exit Interviews = 15 In-Person = 17	3.6	Total Experiences = 561 Telephone = 442 Exit Interviews = 97 In-Person = 22	NA	NA	4.0	Total Experiences = 420 Telephone = 295 Exit Interviews = 90 In-Person = 35	NA	NA	NA
PROCUREMENT MANAGEMENT	4.1	Total Experiences = 11 Telephone = 9 Exit Interviews = 1 In-Person = 1	4.1	Total Experiences = 32 Telephone = 10 Exit Interviews = 13 In-Person = 9	4.6	Total Experiences = 22 Telephone = 6 Exit Interviews = 10 In-Person = 6	NA	NA	4.4	Total Experiences = 25 Telephone = 11 Exit Interviews = 8 In-Person = 6	-0.2
PROPERTY APPRAISER	4.0	Total Experiences = 74 Telephone = 39 Exit Interviews = 17 In-Person = 18	3.6	Total Experiences = 171 Telephone = 58 Exit Interviews = 89 In-Person = 24	3.9	Total Experiences = 170 Telephone = 45 Exit Interviews = 89 In-Person = 36	NA	NA	NA	NA	NA
PUBLIC WORKS	3.2	Total Experiences = 188 Telephone = 165 Exit Interviews = 16 In-Person = 7	3.1	Total Experiences = 176 Telephone = 156 Exit Interviews = 13 In-Person = 7	3.3	Total Experiences = 174 Telephone = 136 Exit Interviews = 15 In-Person = 23	NA	NA	3.4	Total Experiences = 193 Telephone = 164 Exit Interviews = 16 In-Person = 13	0.1
SAFE NEIGHBORHOOD PARKS	2.2	Total Experiences = 5 Telephone = 5 Exit Interviews = 0 In-Person = 0	4.8	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	4.4	Total Experiences = 7 Telephone = 7 Exit Interviews = 0 In-Person = 0	NA	NA	4.5	Total Experiences = 7 Telephone = 7 Exit Interviews = 0 In-Person = 0	0.1
SEAPORT	3.9	Total Experiences = 48 Telephone = 43 Exit Interviews = 0 In-Person = 5	3.3	Total Experiences = 75 Telephone = 42 Exit Interviews = 20 In-Person = 13	NA	NA	4.3	Total Experiences = 69 Telephone = 44 Exit Interviews = 11 In-Person = 14	NA	NA	NA
SFETC	NA	NA	3.1	Total Experiences = 35 Telephone = 19 Exit Interviews = 12 In-Person = 4	NA	NA	4.1	Total Experiences = 9 Telephone = 6 Exit Interviews = 0 In-Person = 3	4.2	Total Experiences = 13 Telephone = 10 Exit Interviews = 0 In-Person = 3	0.1
SOLID WASTE	3.7	Total Experiences = 49 Telephone = 42 Exit Interviews = 0 In-Person = 7	3.6	Total Experiences = 72 Telephone = 61 Exit Interviews = 2 In-Person = 9	4.1	Total Experiences = 45 Telephone = 21 Exit Interviews = 10 In-Person = 14	NA	NA	3.7	Total Experiences = 70 Telephone = 29 Exit Interviews = 30 In-Person = 11	-0.4
STRATEGIC BUSINESS MANAGEMENT	4.3	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	4.4	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	3.5	Total Experiences = 8 Telephone = 8 Exit Interviews = 0 In-Person = 0	NA	NA	4.7	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	1.2
TEAM METRO	3.9	Total Experiences = 82 Telephone = 49 Exit Interviews = 25 In-Person = 8	3.7	Total Experiences = 88 Telephone = 54 Exit Interviews = 22 In-Person = 12	NA	NA	4.1	Total Experiences = 110 Telephone = 58 Exit Interviews = 35 In-Person = 17	4.1	Total Experiences = 148 Telephone = 57 Exit Interviews = 31 In-Person = 60	0.0
TRANSIT AGENCY	3.6	Total Experiences = 85 Telephone = 66 Exit Interviews = 10 In-Person = 9	3.6	Total Experiences = 125 Telephone = 74 Exit Interviews = 31 In-Person = 20	NA	NA	4.1	Total Experiences = 93 Telephone = 49 Exit Interviews = 29 In-Person = 15	NA	NA	NA
URBAN ECONOMIC REVITALIZATION TASK FORCE	NA	NA	NA	NA	NA	NA	NA	NA	3.9	Total Experiences = 8 Telephone = 8 Exit Interviews = 0 In-Person = 0	NA

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VIZCAYA MUSEUM	NA	NA	3.6	Total Experiences = 92 Telephone = 72 Exit Interviews = 12 In-Person = 8	4.5	Total Experiences = 30 Telephone = 8 Exit Interviews = 16 In-Person = 6	NA	NA	4.5	Total Experiences = 19 Telephone = 7 Exit Interviews = 8 In-Person = 4	0.0
WATER AND SEWER	3.4	Total Experiences = 147 Telephone = 129 Exit Interviews = 17 In-Person = 1	2.9	Total Experiences = 203 Telephone = 158 Exit Interviews = 33 In-Person = 12	4.4	Total Experiences = 88 Telephone = 30 Exit Interviews = 41 In-Person = 17	NA	NA	4.2	Total Experiences = 90 Telephone = 48 Exit Interviews = 33 In-Person = 9	-0.2
WATER MANAGEMENT	NA	NA	NA	NA	3.8	Total Experiences = 6 Telephone = 6 Exit Interviews = 0 In-Person = 0	NA	NA	NA	NA	NA
RESULTS (Excluding Special Requests)	3.4	TOTAL = 5,741 Telephone = 4,814 Exit Interviews = 637 In-Person = 290	3.4	TOTAL = 6,820 Telephone = 5,024 Exit Interviews = 1,241 In-Person = 555	3.8	TOTAL = 2,989 Telephone = 1,702 Exit Interviews = 824 In-Person = 463	3.8	TOTAL = 2,453 Telephone = 1,890 Exit Interviews = 312 In-Person = 251	3.6	TOTAL = 2,899 Telephone = 1,945 Exit Interviews = 563 In-Person = 391	-0.2
COMMISSIONER JORDAN'S OFFICE (SPECIAL REQUEST)									4.5	Total Experiences = 13 Telephone = 7 In-Person = 6	NA
311 ANSWER CENTER (SPECIAL REQUEST)									NA	Total Experiences = 457 Telephone = 457	NA
TOTAL SHOPPING (Including Special Requests)	3.4	TOTAL = 5,741 Telephone = 4,814 Exit Interviews = 637 In-Person = 290	3.4	TOTAL = 6,820 Telephone = 5,024 Exit Interviews = 1,241 In-Person = 555	3.8	TOTAL = 2,989 Telephone = 1,702 Exit Interviews = 824 In-Person = 463	3.8	TOTAL = 2,453 Telephone = 1,890 Exit Interviews = 312 In-Person = 251	3.6	TOTAL = 3,369 Telephone = 2,409 Exit Interviews = 563 In-Person = 397	NA

*NA indicates the department was not shopped in that specific year, or in the last column that an average score was not available since the department was not shopped in one of the years used in the comparison.